CleanTelligent User Manual

Client User

Includes instructions and information for the following tabs:

Messages
Service Locations
Surveys
Service Provider
My Info

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Frequently Asked Questions (FAQ)

What is CleanTelligent?

CleanTelligent is an online tracking system for building service contractors (BSC) and their clients. Employees at the BSC and its clients use CleanTelligent to:

1. Store records
2. Communicate
3. Review the quality of BSC cleaning performance

This introduction to CleanTelligent will explain how CleanTelligent works, followed by how BSC's clients can use CleanTelligent in the three areas mentioned above.

How does CleanTelligent work?

CleanTelligent tracks and executes communication between BSCs and their clients. CleanTelligent users send messages through CleanTelligent to other users. A message sent through CleanTelligent can be visible to the message's recipient, sender, and their supervisors. In this way, CleanTelligent makes business communication a business affair rather than a personal one, helping BSC employees and managers to identify and respond to client concerns.

Valuable data is gathered into CleanTelligent from three separate areas:

1. Communication between BSCs and their clients
2. Inspections performed by BSCs
3. Surveys performed by BSC's clients

BSCs report back to their clients through CleanTelligent on issues and messages they have submitted. The status and history of messages are updated as issues are resolved, and can be easily retrieved and reviewed by BSCs and their clients.

Communication, Inspections and Surveys are tracked by BSCs within CleanTelligent for future tracking and review by BSCs and their clients. CleanTelligent uses the information from these areas to create reports that graph the quality of BSC performance in different areas. These reports show the BSC which areas of performance need more improvement and which employees/contractors need additional training and accountability, thus improving the BSC's performance for its clients.

How can CleanTelligent benefit me?

Storing Records—

Service Location and BSC Employee Records

Client employees who use CleanTelligent can review inspection scores, survey results and message details to know how well their BSC is providing quality work and resolving concerns at their service locations. Client employees can also use CleanTelligent to look up the contact information for the BSC

employees responsible for cleaning their service locations, helping to direct any communications from the client to the proper employees at the BSC.

Communicating—

Universally Visible Messages

When a client user sends a message to a BSC through CleanTelligent, he or she can continue to view the contents and status of the message. If the message is filed, replied to, or reopened, it can be made known to the client user, confirming that their concerns are being seen and addressed.

Grouped Messages

Any responses to a message are automatically grouped with the original message. This organizes communication between the client and BSC by topic for easy review.

Quality Review—

Client Surveys

CleanTelligent provides "Client Surveys," which are questions designed for specific clients. Clients can use the CleanTelligent Client Surveys to deliver accurate and precise feedback to BSCs.

Inspections

Clients can review inspection results submitted by their BSC enabling them to track performance results and improvement.

What does this all mean to you?

Improved Communication and Tracking of Performance

Here is how it works-

- You Can Easily Deliver Requests – You can immediately notify responsible personnel at your Service Provider of requests by easily submitting a Message or filling out a Survey in CleanTelligent.
- Your Service Provider Responds – Your Service Provider is immediately notified and responds to you requests. All responsible personnel of your company can view the response and get an email notification if they choose to receive such. Communication is logged back and forth until issues are resolved and filed away (closed) for future reference.
- Your Service Provider Performs Inspections – Your Service Provider can perform detailed inspections at your locations.
- You Can Track Performance –You can view message history, surveys, and inspections, thus seeing at a glance exactly how your Service Provider is performing in each location using CleanTelligent.
- Your Service Provider Can Track Performance – Your Service Provider can also view message history, surveys and inspections, thus using such data to improve its performance at your locations. Upper management can easily track trends, improve training, and manage performance.
- Everyone Works More Efficiently – Getting Better Results. – Your Service Provider can address more concerns more accurately, giving better results. You can more easily track performance, and receive better customer service.

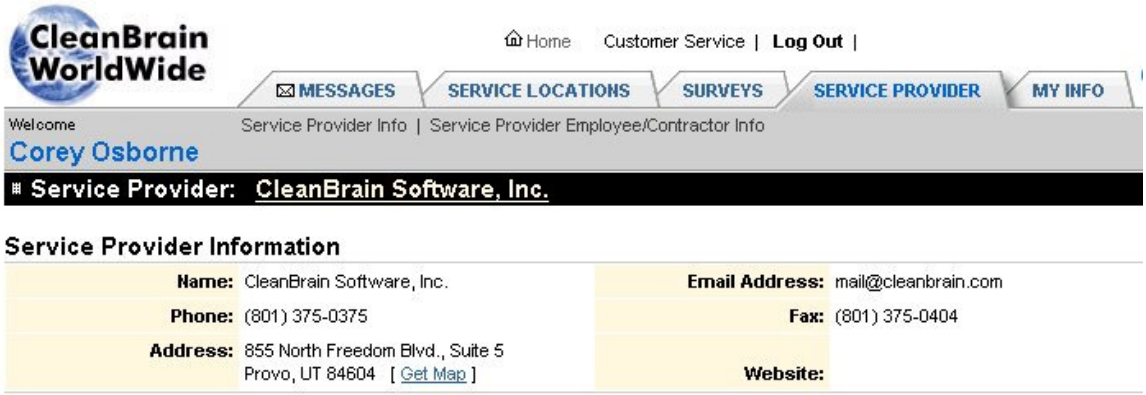
Websites to Review:
www.CleanTelligent.com
www.CleanBrain.com

Who do I call if I have questions on how to use CleanTelligent (Technical Support)?

For Technical Support on how to use CleanTelligent call your Service Provider.

Where can I find contact information for my cleaning service provider?

1. Log In to CleanTelligent (See Getting Started).
2. Click on the "Service Provider" Tab.
3. Click on the "Service Provider Info" link.



Where can I learn more about CleanTelligent?

To learn more about CleanTelligent, visit www.CleanBrain.com.

What is the website address to Log In to CleanTelligent?

You can Log In to CleanTelligent by going to www.CleanTelligent.com, or by using a link on your In-House Portal.

Where can I find the Terms and Conditions for the use of CleanTelligent?

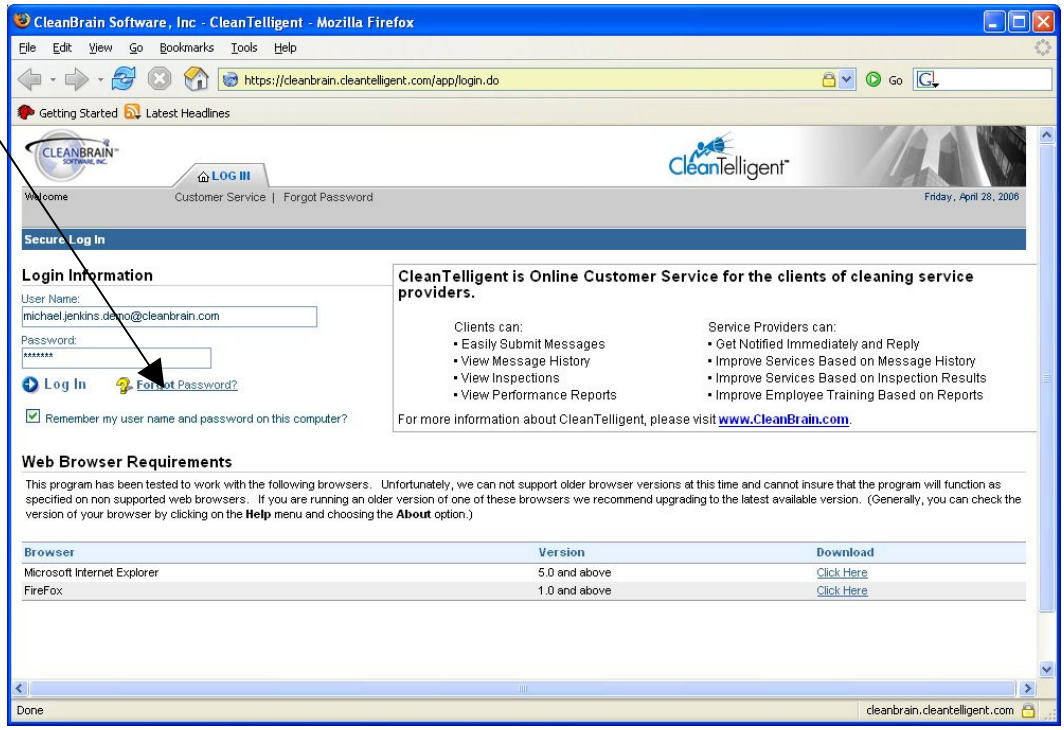
You can find the Terms and Conditions for the use of CleanTelligent by clicking on the "Terms & Conditions" link found at the bottom right of the Log In page for CleanTelligent and every page after you Log In (www.CleanTelligent.com).

Where can I find the Privacy and Security Statement for the use of CleanTelligent?

You can find the Privacy and Security Statement for the use of CleanTelligent by clicking on the "Privacy & Security" link found at the bottom right of the Log In page for CleanTelligent and every page after you Log In (www.CleanTelligent.com).

What if I forgot my User Name and/or Password?

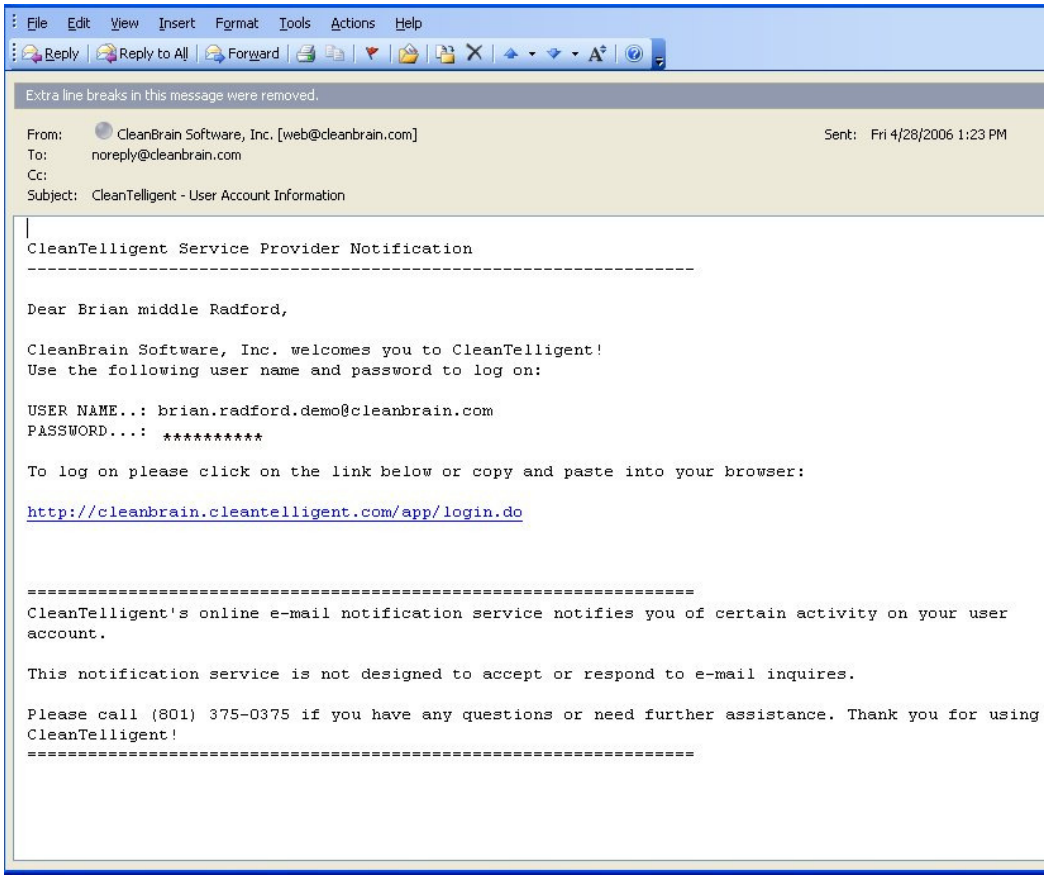
1. If you remember your User Name, go to www.CleanTelligent.com or the link in your In-House Portal, click on the "Forgot Password?" link, enter in your User Name in the appropriate field, and click the "Submit" button. Your Password will be emailed to you.
2. Otherwise, contact your Service Provider and ask them to send you your User Name and Password.


CleanBrain Software, Inc - CleanTelligent - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
https://cleanbrain.cleantelligent.com/app/login.do
Getting Started Latest Headlines
LOG IN
CleanTelligent
Welcome
Customer Service | Forgot Password
Friday, April 28, 2006
Secure Log In
Login Information
User Name:
michael.jenkins.demo@cleanbrain.com
Password:
Log In
Forgot Password?
Remember my user name and password on this computer?
CleanTelligent is Online Customer Service for the clients of cleaning service providers.
Clients can:
• Easily Submit Messages
• View Message History
• View Inspections
• View Performance Reports
Service Providers can:
• Get Notified Immediately and Reply
• Improve Services Based on Message History
• Improve Services Based on Inspection Results
• Improve Employee Training Based on Reports
For more information about CleanTelligent, please visit www.CleanBrain.com.
Web Browser Requirements
This program has been tested to work with the following browsers. Unfortunately, we can not support older browser versions at this time and cannot insure that the program will function as specified on non supported web browsers. If you are running an older version of one of these browsers we recommend upgrading to the latest available version. (Generally, you can check the version of your browser by clicking on the Help menu and choosing the About option.)
Browser
Version
Download
Microsoft Internet Explorer
5.0 and above
Click Here
FireFox
1.0 and above
Click Here
Done
cleanbrain.cleantelligent.com

Getting Started

How do I get a User Name and Password to Log In to CleanTelligent?

1. Call your Service Provider and give them your Email address.
2. They can then send you an Email that will have your User Name and Password.



File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

Extra line breaks in this message were removed.

From: CleanBrain Software, Inc. [web@cleanbrain.com] Sent: Fri 4/28/2006 1:23 PM
To: noreply@cleanbrain.com
Cc:
Subject: CleanTelligent - User Account Information

CleanTelligent Service Provider Notification

Dear Brian middle Radford,

CleanBrain Software, Inc. welcomes you to CleanTelligent!
Use the following user name and password to log on:

USER NAME..: brian.radford.demo@cleanbrain.com
PASSWORD...: **********

To log on please click on the link below or copy and paste into your browser:

http://cleanbrain.cleantelligent.com/app/login.do

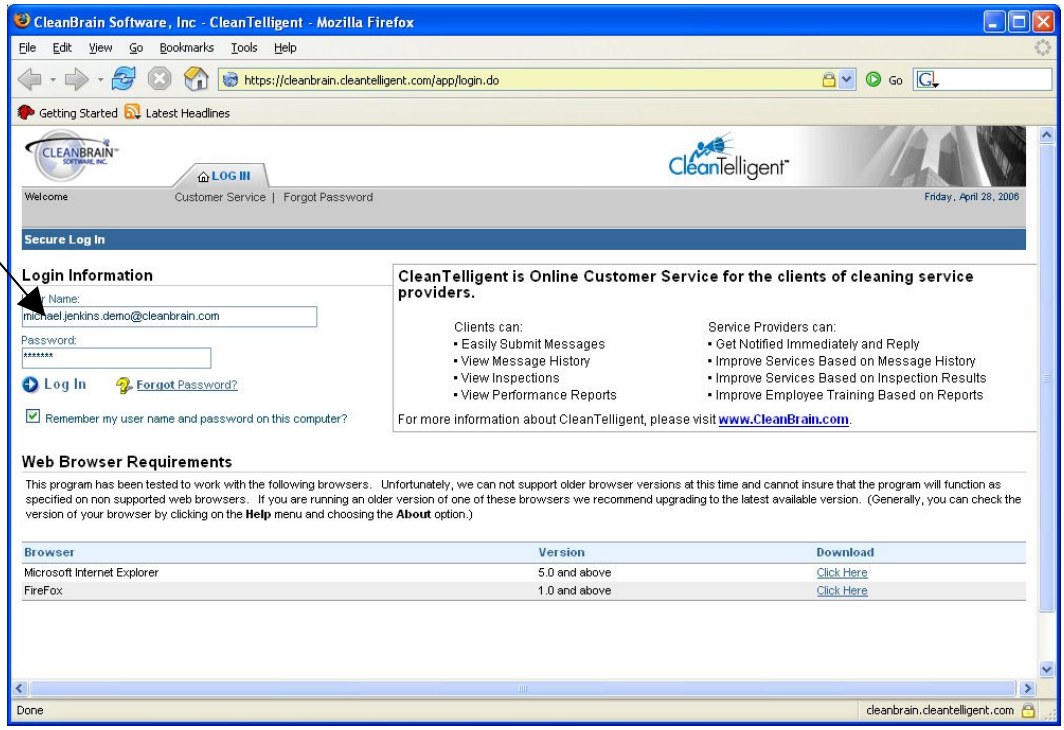
==========
CleanTelligent's online e-mail notification service notifies you of certain activity on your user account.

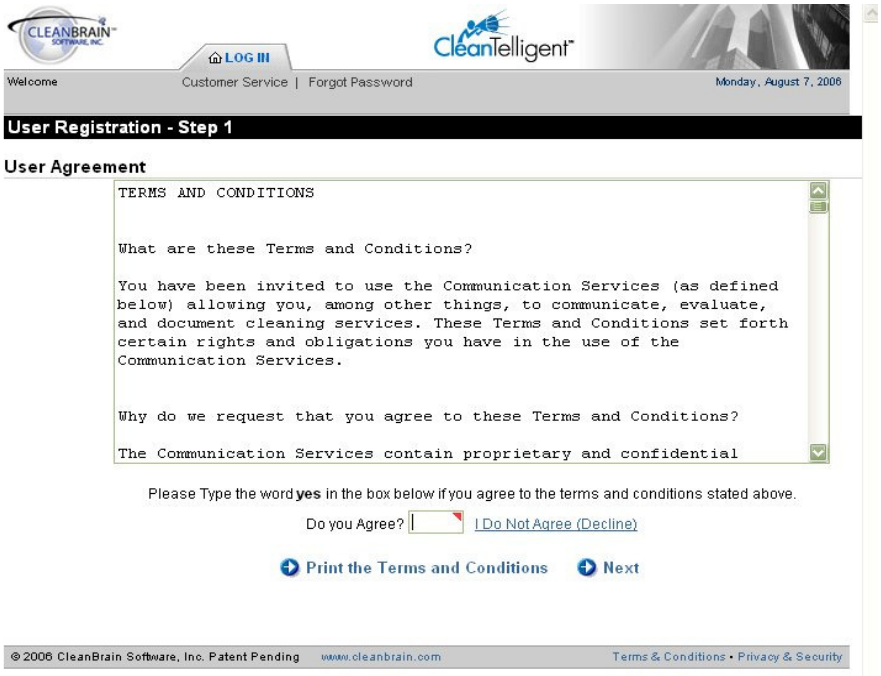
This notification service is not designed to accept or respond to e-mail inquires.

Please call (801) 375-0375 if you have any questions or need further assistance. Thank you for using CleanTelligent!
==========

How do I Log In to CleanTelligent for the first time?

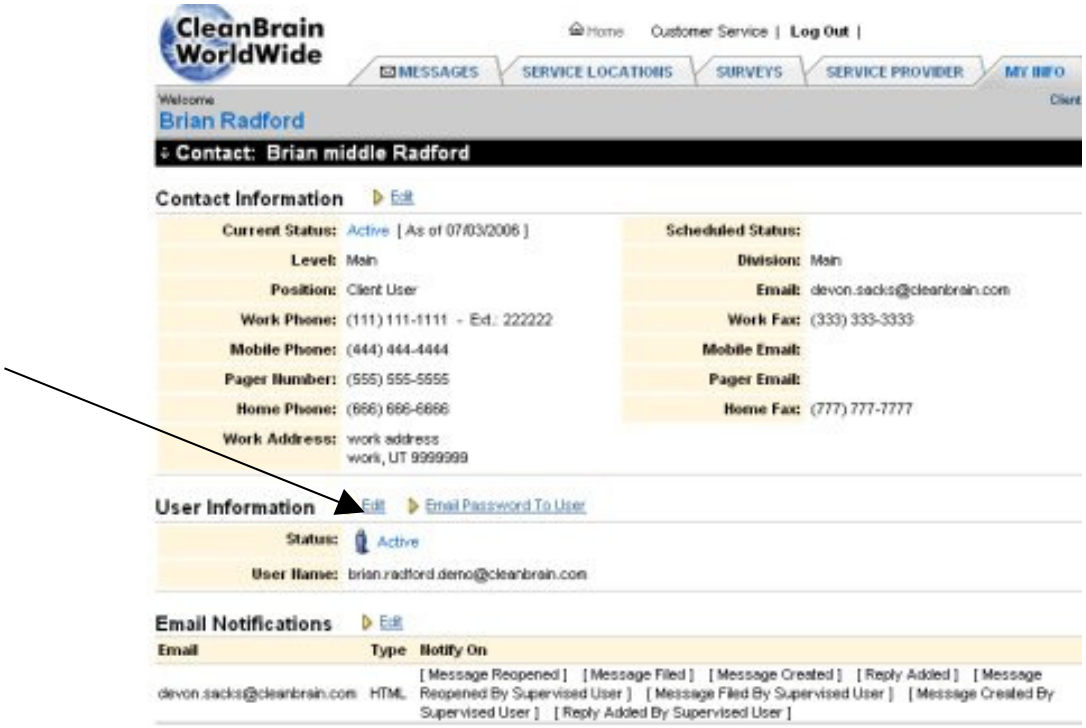
1. Go to www.CleanTelligent.com, or click on the link in your In-House Portal.
2. Input your User Name and Password into the appropriate fields.
3. Log In to CleanTelligent.
4. You will then be asked to sign a User Agreement (typical for most Internet sites) and register your contact information.

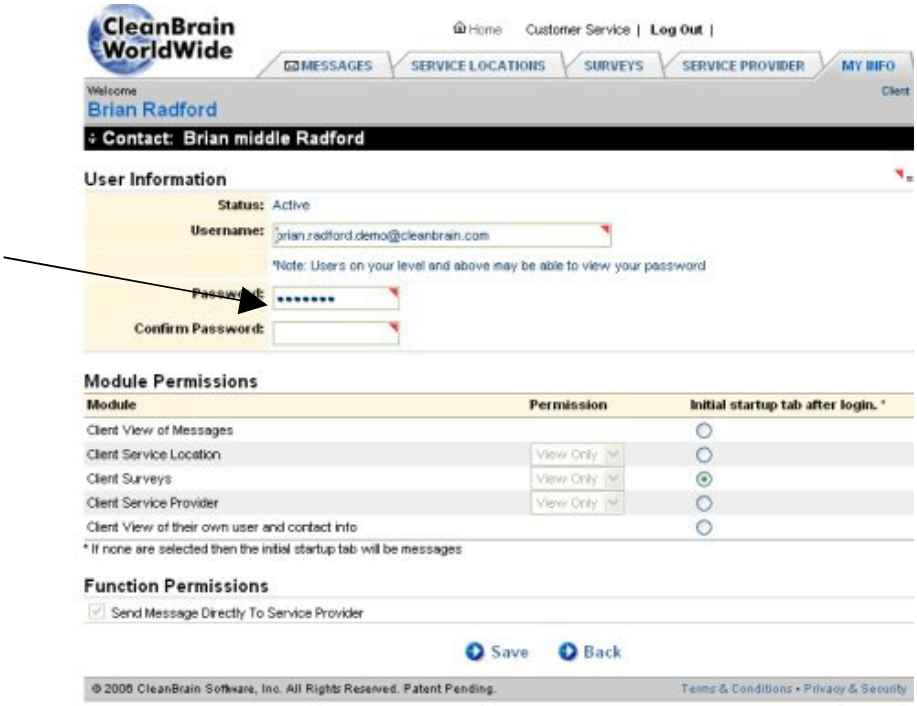

CleanBrain Software, Inc - CleanTelligent - Mozilla Firefox
File Edit View Go Bookmarks Tools Help
https://cleanbrain.cleantelligent.com/app/login.do
Getting Started Latest Headlines
LOG IN
CleanTelligent
Welcome
Customer Service | Forgot Password
Friday, April 28, 2006
Secure Log In
Login Information
Name:
michael.jenkins.demo@cleanbrain.com
Password:
Log In
Forgot Password?
Remember my user name and password on this computer?
CleanTelligent is Online Customer Service for the clients of cleaning service providers.
Clients can:
• Easily Submit Messages
• View Message History
• View Inspections
• View Performance Reports
Service Providers can:
• Get Notified Immediately and Reply
• Improve Services Based on Message History
• Improve Services Based on Inspection Results
• Improve Employee Training Based on Reports
For more information about CleanTelligent, please visit www.CleanBrain.com.
Web Browser Requirements
This program has been tested to work with the following browsers. Unfortunately, we can not support older browser versions at this time and cannot insure that the program will function as specified on non supported web browsers. If you are running an older version of one of these browsers we recommend upgrading to the latest available version. (Generally, you can check the version of your browser by clicking on the Help menu and choosing the About option.)
Browser
Version
Download
Microsoft Internet Explorer
5.0 and above
Click Here
FireFox
1.0 and above
Click Here
Done
cleanbrain.cleantelligent.com


LOG IN
CleanTelligent
Welcome
Customer Service | Forgot Password
Monday, August 7, 2006
User Registration - Step 1
User Agreement
TERMS AND CONDITIONS
What are these Terms and Conditions?
You have been invited to use the Communication Services (as defined below) allowing you, among other things, to communicate, evaluate, and document cleaning services. These Terms and Conditions set forth certain rights and obligations you have in the use of the Communication Services.
Why do we request that you agree to these Terms and Conditions?
The Communication Services contain proprietary and confidential
Please Type the word yes in the box below if you agree to the terms and conditions stated above.
Do you Agree?
I Do Not Agree (Decline)
Print the Terms and Conditions
Next
© 2006 CleanBrain Software, Inc. Patent Pending
www.cleanbrain.com
Terms & Conditions • Privacy & Security

How do I change my Password?

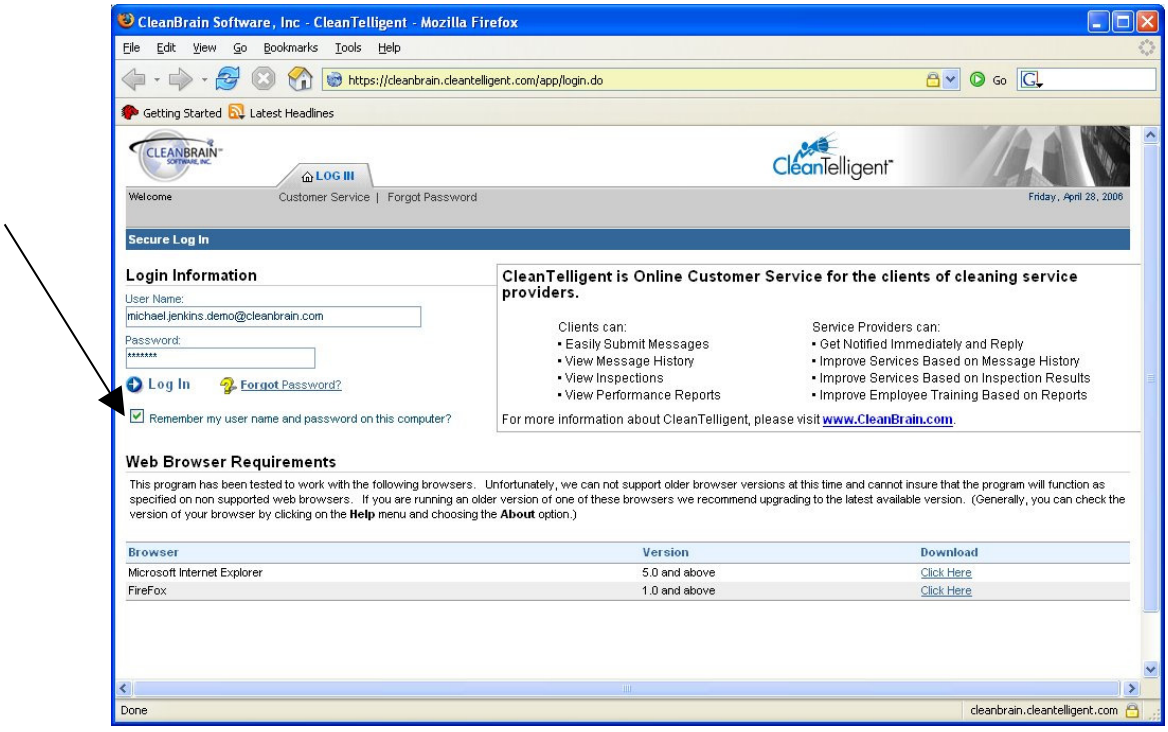
1. Click on the “My Info” Tab.
2. Click on the “Edit” link to the right of “User Information”.
3. Type in a new password in the field to the right of “Password”.
4. Re-type your new password in the field to the right of “Confirm Password”.
5. Click on the “Save” button at the bottom of the page.





How do I make it so I do not have to type in my User Name and Password each time I Log In?

1. Go to www.CleanTelligent.com, or the link in your In-House Portal.
2. Enter your User Name and Password in the appropriate fields.
3. Check the box that says “Remember my user name and password on this Computer?”
4. Click on the “Log In” button.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Welcome
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Secure Log In
Login Information
User Name:
michael.jenkins.demo@cleanbrain.com
Password:
Log In
Forgot Password?
Remember my user name and password on this computer?
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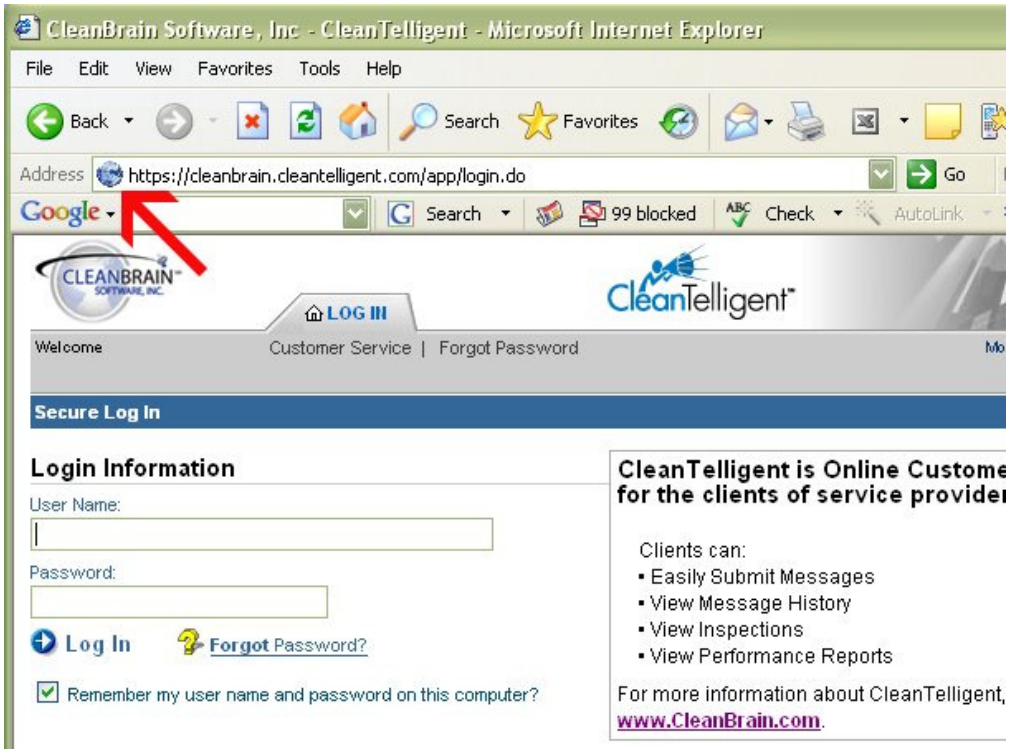
Browser
Version
Download
Microsoft Internet Explorer
5.0 and above
Click Here
FireFox
1.0 and above
Click Here
Done
cleanbrain.cleantelligent.com

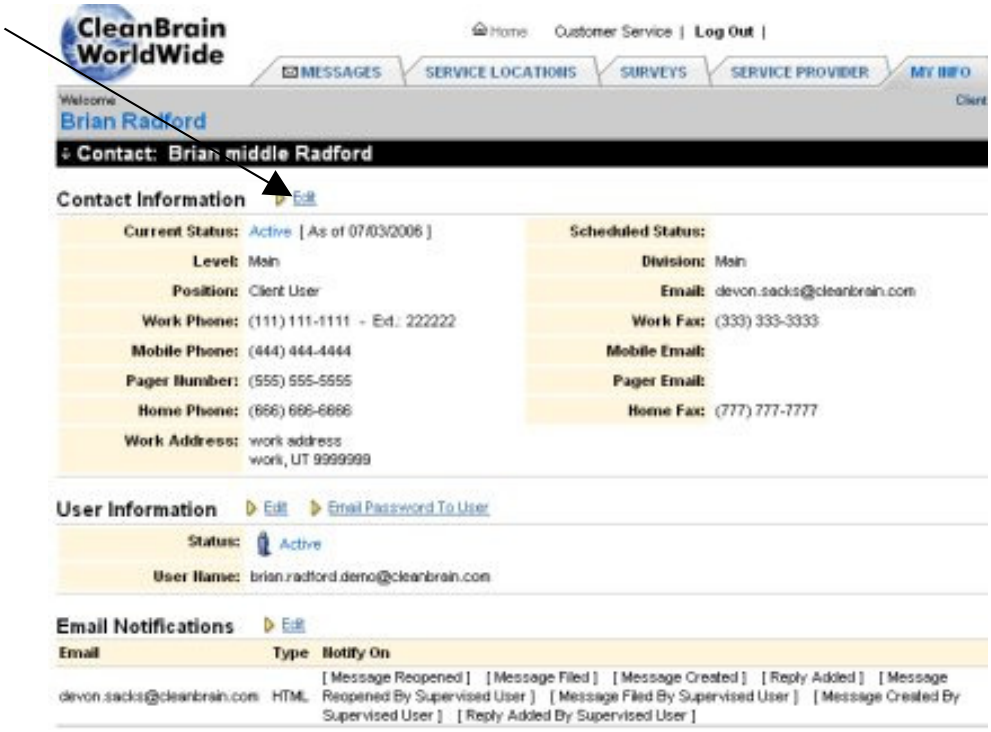
How do I set up a link to Log In to CleanTelligent?

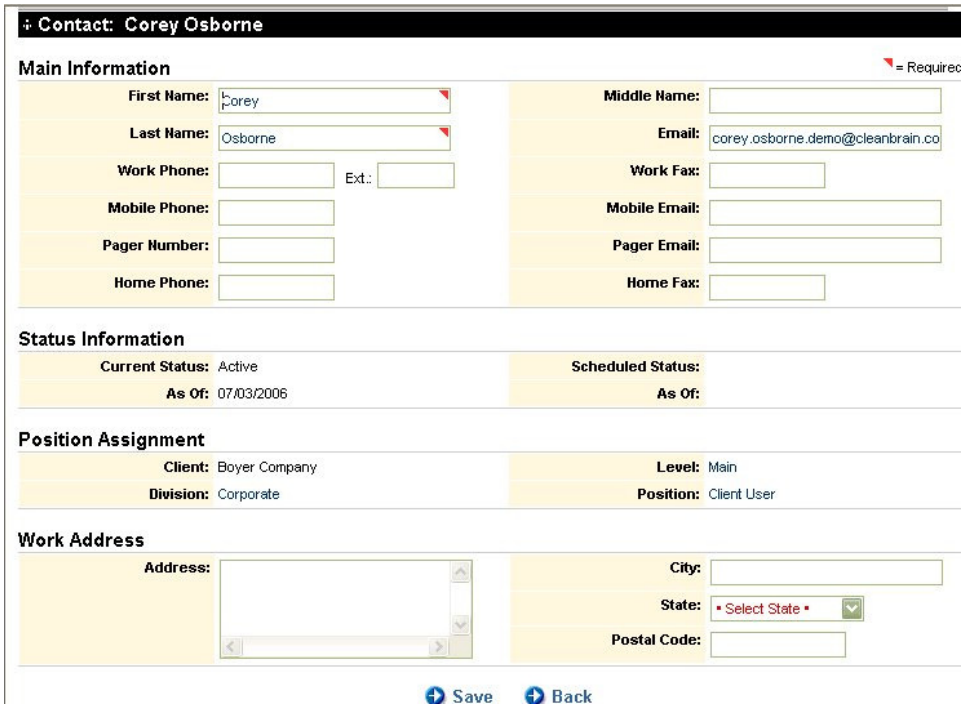
1. You may already have a link on your In-House Portal. If not, please follow the instructions below:
2. Go to www.CleanTelligent.com.
3. Up in the web address line area you should see an Icon that looks like a blank page with a blue lower case “e” in it.
4. Move your mouse curser over that Icon, left click, and while holding the left click button down on your mouse, move the icon to the right about an inch and then let go of the mouse button. Do this two or three times.
5. Make your web browser window smaller by clicking on the middle icon in the upper right hand corner of the web browse page. Adjust the page so that you can see your desktop screen in the back ground.
6. Left click on the Icon mentioned above and drag it to your desktop screen. You now have a link that will enable you to go to the Log In screen for CleanTelligent.



How do I verify my contact information?

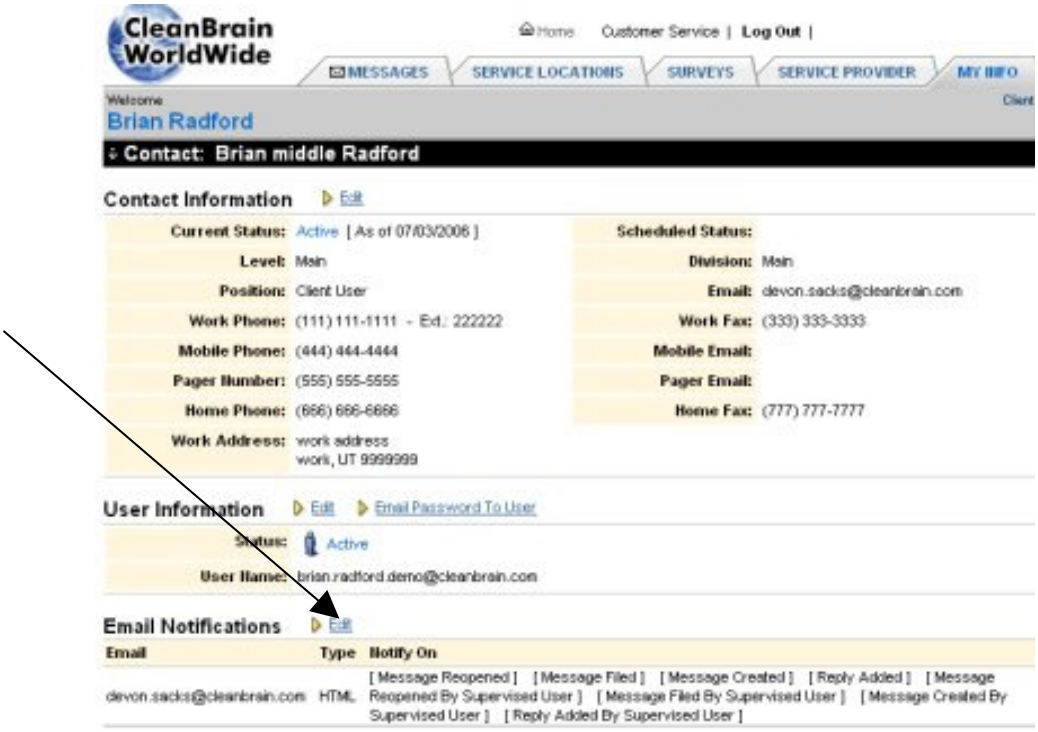
1. Click on the “My Info” Tab.
2. Click on the “Edit” link to the right of “Contact Information”.
3. Look through the information, correct any information that is incorrect, and add any information that is missing.
4. Click on the “Save” button at the bottom of the page.

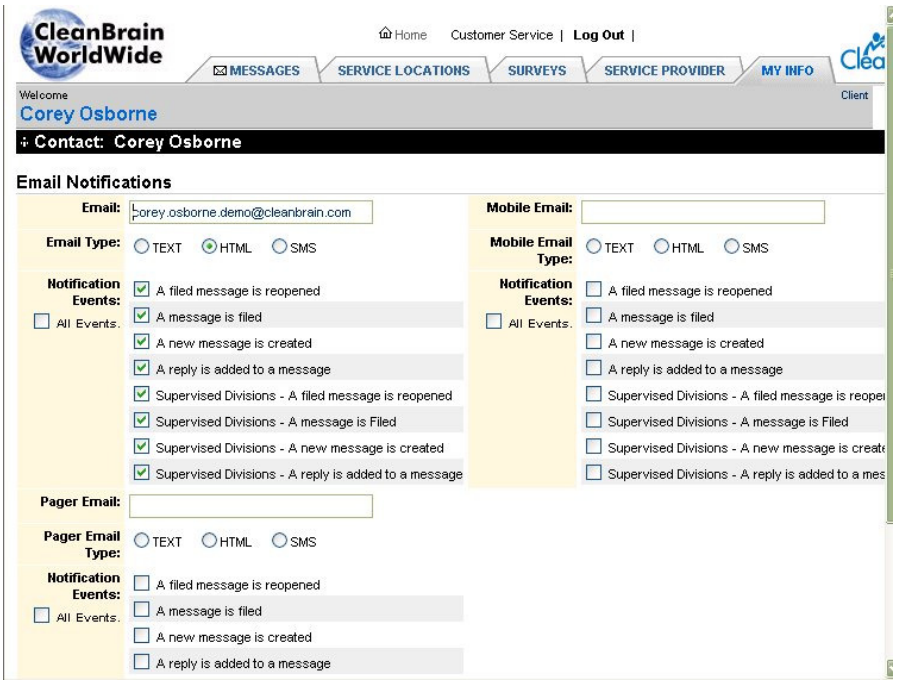

CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Brian Radford
Client
Contact: Brian middle Radford
Contact Information
Edit
Current Status: Active [As of 07/03/2006]
Scheduled Status:
Level: Main
Division: Main
Position: Client User
Email: devon.sacks@cleanbrain.com
Work Phone: (111) 111-1111 - Ext.: 222222
Work Fax: (333) 333-3333
Mobile Phone: (444) 444-4444
Mobile Email:
Pager Number: (555) 555-5555
Pager Email:
Home Phone: (666) 666-6666
Home Fax: (777) 777-7777
Work Address: work address
work, UT 9999999
User Information
Edit
Email Password To User
Status: Active
User Name: brian.radford.demo@cleanbrain.com
Email Notifications
Edit
Email
Type
Notify On
devon.sacks@cleanbrain.com
HTML
[Message Reopened] [Message Filed] [Message Created] [Reply Added] [Message Reopened By Supervised User] [Message Filed By Supervised User] [Message Created By Supervised User] [Reply Added By Supervised User]


Contact: Corey Osborne
Main Information
= Required
First Name: Corey
Middle Name:
Last Name: Osborne
Email: corey.osborne.demo@cleanbrain.co
Work Phone:
Ext.:
Work Fax:
Mobile Phone:
Mobile Email:
Pager Number:
Pager Email:
Home Phone:
Home Fax:
Status Information
Current Status: Active
Scheduled Status:
As Of: 07/03/2006
As Of:
Position Assignment
Client: Boyer Company
Level: Main
Division: Corporate
Position: Client User
Work Address
Address:
City:
State: • Select State •
Postal Code:
Save
Back

How do I set up and/or change how I get notified of activity in CleanTelligent?

1. Click on the “My Info” tab.
2. Click on the “Edit” link to the right of “Email Notifications”.
3. You can enter in up to 3 different email addresses that will be used to send out notifications of certain activity within CleanTelligent. Text messages to cell phones and pagers use email addresses to send the text message. Contact your cell phone or pager service provider for the email addresses for the respective devices.
4. You can choose the type of format the email will be sent in:
    a. TEXT – This type just sends text with no graphics. Used mainly for BlackBerry devices.
    b. HTML – This type sends text with graphics. Used mainly for normal email addresses.
    c. SMS – This type sends a limited size of text. Used mainly for cell phones and pagers.
5. You can choose under which events you would like to receive an email notification:
    a. A filed message is reopened – This event is when your Service Provider opens a message that has been filed (closed) that you were able to see.
    b. A message is filed – This event is when your Service Provider files (closes) a message that you were able to see.
    c. A new message is created – This event is when your Service Provider creates a new message that you are able to see.
    d. A reply is added to a message – This event is when your Service Provider replies to a message that is open that you are able to see.
    e. Supervised Divisions - A filed message is reopened – This event is when someone who you are over within your company within CleanTelligent reopens a message that has been filed (closed) by your Service Provider that you were able to see.
    f. Supervised Divisions - A message is Filed - This event is when someone who you are over within your company within CleanTelligent files a message that you were able to see.
    g. Supervised Divisions - A new message is created – This event is when someone who you are over within your company within CleanTelligent creates a new message that you are able to see.
    h. Supervised Divisions - A reply is added to a message – This event is when someone who you are over within your company within CleanTelligent adds a reply to a message that you are able to see.


CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Brian Radford
Client
Contact: Brian middle Radford
Contact Information
Edit
Current Status: Active [As of 07/03/2006]
Scheduled Status:
Level: Main
Division: Main
Position: Client User
Email: devon.sacks@cleanbrain.com
Work Phone: (111) 111-1111 - Ext.: 222222
Work Fax: (333) 333-3333
Mobile Phone: (444) 444-4444
Mobile Email:
Pager Number: (555) 555-5555
Pager Email:
Home Phone: (666) 666-6666
Home Fax: (777) 777-7777
Work Address: work address
work, UT 9999999
User Information
Edit
Email Password To User
Status: Active
User Name: brian.radford.demo@cleanbrain.com
Email Notifications
Edit
Email
Type
Notify On
devon.sacks@cleanbrain.com
HTML
[Message Reopened] [Message Filed] [Message Created] [Reply Added] [Message Reopened By Supervised User] [Message Filed By Supervised User] [Message Created By Supervised User] [Reply Added By Supervised User]

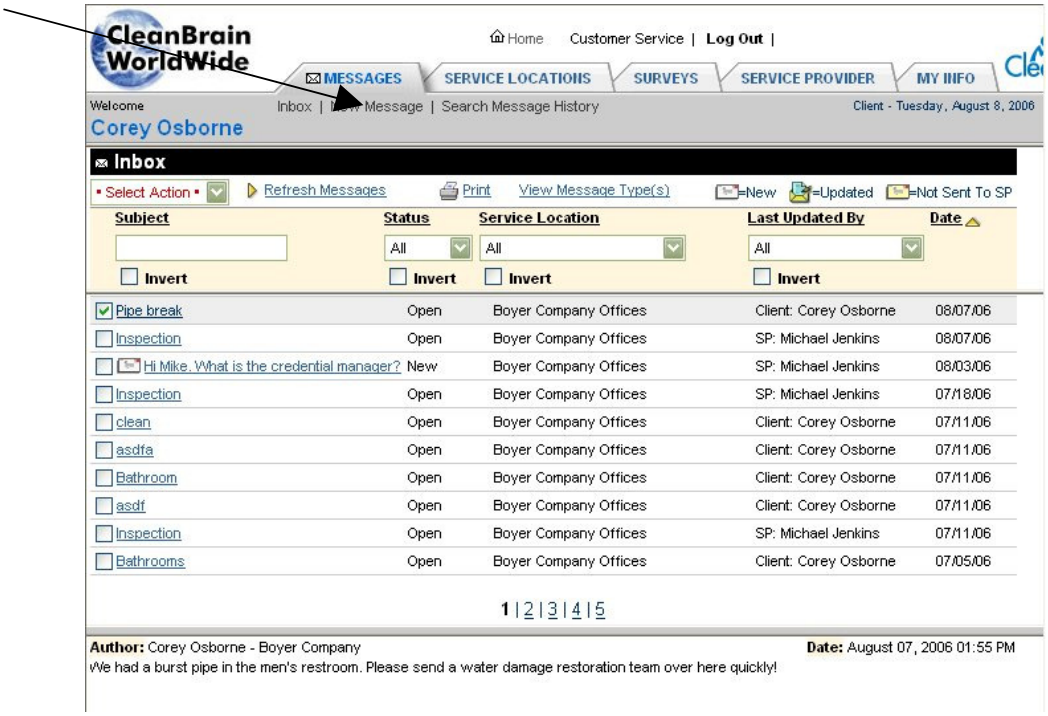

CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Corey Osborne
Client
Contact: Corey Osborne
Email Notifications
Email:
corey.osborne.demo@cleanbrain.com
Mobile Email:
Email Type:
TEXT
HTML
SMS
Mobile Email Type:
Notification Events:
All Events.
A filed message is reopened
A message is filed
A new message is created
A reply is added to a message
Supervised Divisions - A filed message is reopened
Supervised Divisions - A message is Filed
Supervised Divisions - A new message is created
Supervised Divisions - A reply is added to a message
Pager Email:
Pager Email Type:

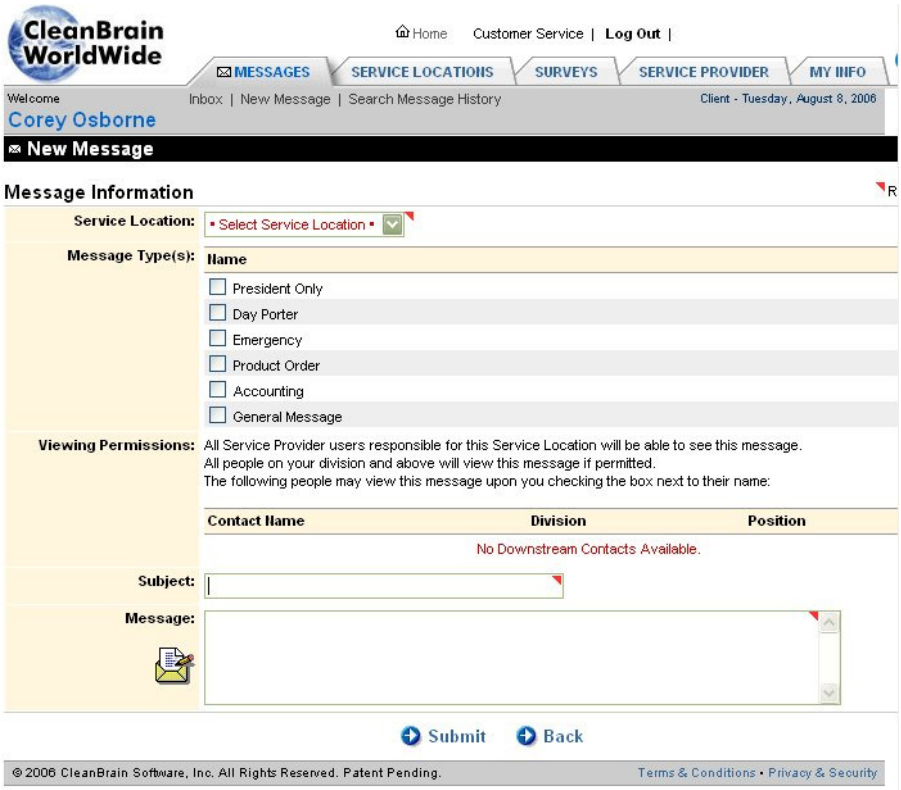
Using CleanTelligent

Messages Tab

How do I submit a Message to my Service Provider?

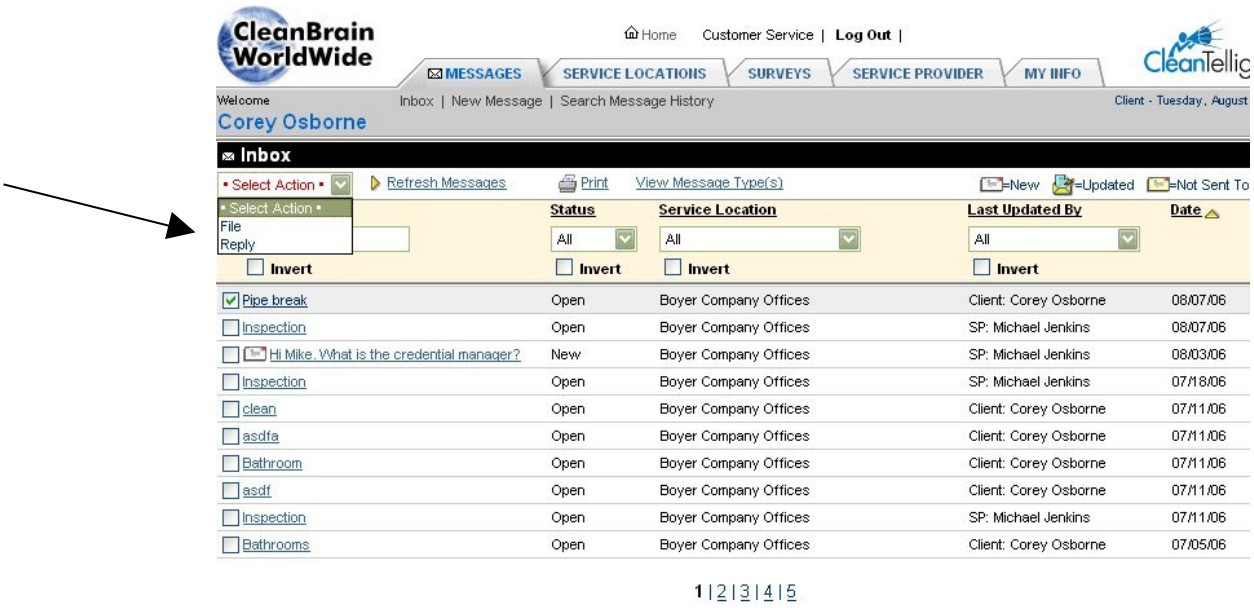
1. Click on the “Messages” tab.
2. Click on the “New Message” link.
3. Select a Service Location for which the message is related to by clicking on the drop down arrow to the right of “Service Location:”.
4. If there are any “Message Types” displayed under the “Message Type(s):” section, then please check any boxes of those “Message Types” that apply to the message you are sending.
5. If there are “Contact Names” displayed under the “Viewing Permissions:” section, then please check any boxes of those Contacts that you would like to be able to see the message you are about to submit.
6. Fill in the “Subject:” field.
7. Fill in the “Message:” field.
8. Click on the “Submit” button.


CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Inbox | New Message | Search Message History
Client - Tuesday, August 8, 2006
Corey Osborne
Inbox
• Select Action •
Refresh Messages
Print
View Message Type(s)
=New
=Updated
=Not Sent To SP
Subject
Status
Service Location
Last Updated By
Date
Invert
All
Pipe break Open Boyer Company Offices Client: Corey Osborne 08/07/06
Inspection Open Boyer Company Offices SP: Michael Jenkins 08/07/06
Hi Mike. What is the credential manager? New Boyer Company Offices SP: Michael Jenkins 08/03/06
Inspection Open Boyer Company Offices SP: Michael Jenkins 07/18/06
clean Open Boyer Company Offices Client: Corey Osborne 07/11/06
asdfa Open Boyer Company Offices Client: Corey Osborne 07/11/06
Bathroom Open Boyer Company Offices Client: Corey Osborne 07/11/06
asdf Open Boyer Company Offices Client: Corey Osborne 07/11/06
Inspection Open Boyer Company Offices SP: Michael Jenkins 07/11/06
Bathrooms Open Boyer Company Offices Client: Corey Osborne 07/05/06
1 | 2 | 3 | 4 | 5
Author: Corey Osborne - Boyer Company
Date: August 07, 2006 01:55 PM
We had a burst pipe in the men's restroom. Please send a water damage restoration team over here quickly!



How do I reply to or add to a Message?

1. To get to the area where you would reply or add to a message either (a) click on the “Reply” button in the email notification you received regarding the message, and Log In to CleanTelligent; or (b) click on the “Messages” tab, click on the “Inbox” link, click on “Subject” link of that message that you want to reply to or add to, and click on the drop down area of the “Select Action” drop down box above the “Subject” and select Reply.
2. Type in your message in the box to the right of “Reply Message:”.
3. Click on the “Submit” button.


CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Corey Osborne
Inbox | New Message | Search Message History
Client - Tuesday, August
Inbox
• Select Action •
Refresh Messages
Print
View Message Type(s)
=New
=Updated
=Not Sent To
• Select Action •
File
Reply
Status
Service Location
Last Updated By
Date
Invert
All
Pipe break
Open
Boyer Company Offices
Client: Corey Osborne
08/07/06
Inspection
Open
Boyer Company Offices
SP: Michael Jenkins
08/07/06
Hi Mike. What is the credential manager?
New
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Boyer Company Offices
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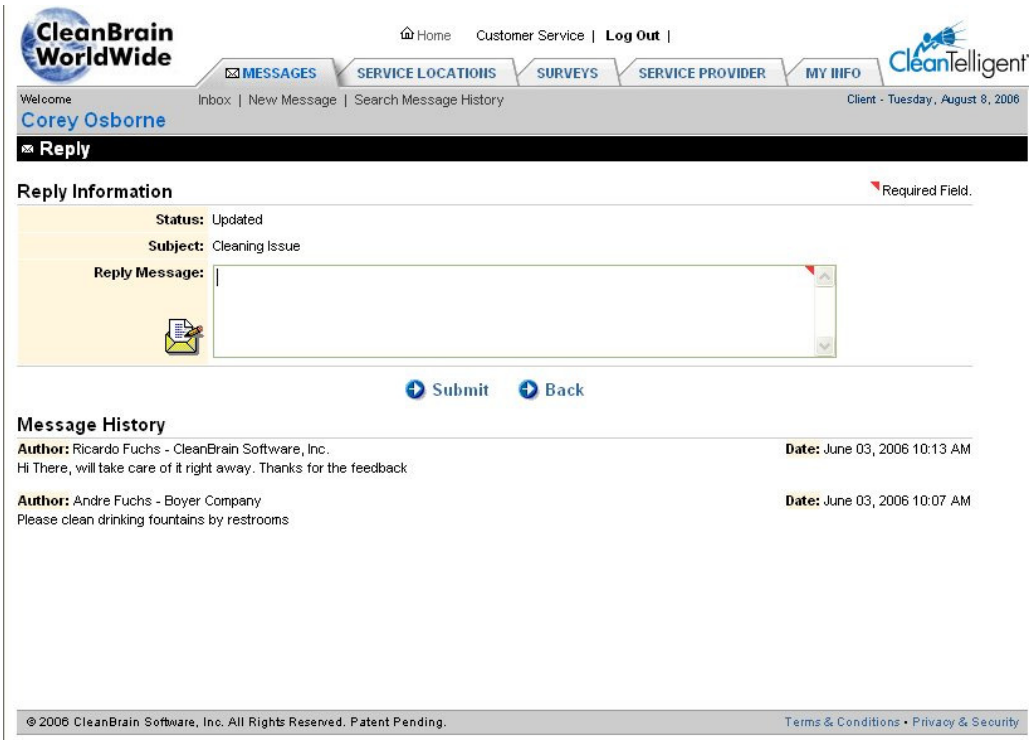
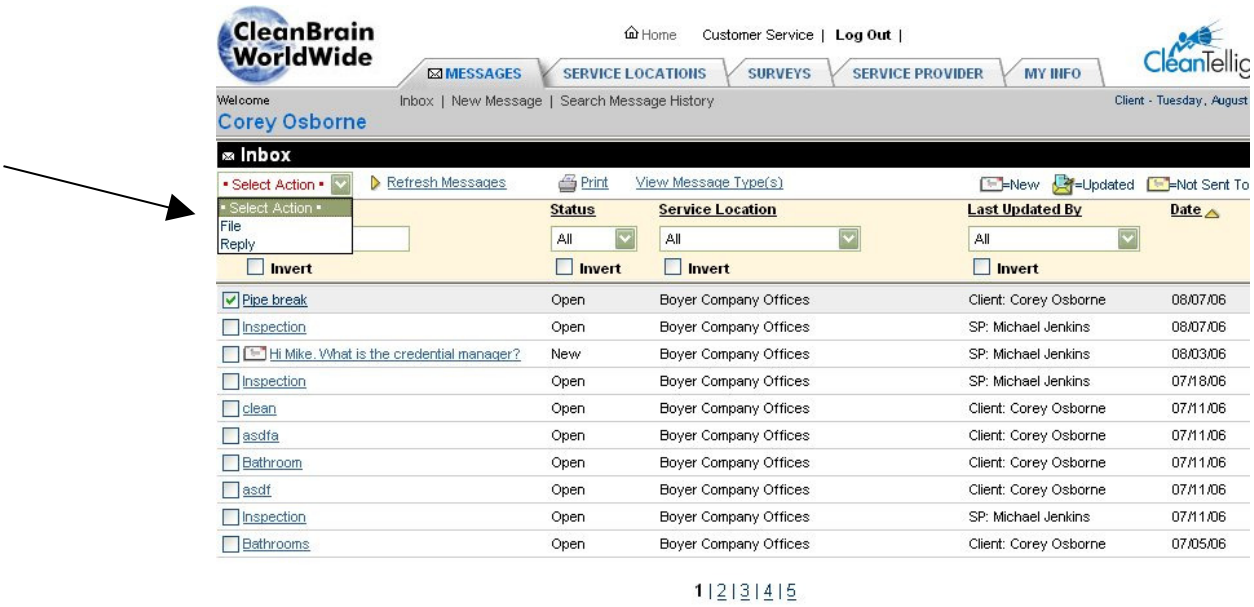
07/18/06
clean
Open
Boyer Company Offices
Client: Corey Osborne
07/11/06
asdfa
Open
Boyer Company Offices
Client: Corey Osborne
07/11/06
Bathroom
Open
Boyer Company Offices
Client: Corey Osborne
07/11/06
asdf
Open
Boyer Company Offices
Client: Corey Osborne
07/11/06
Inspection
Open
Boyer Company Offices
SP: Michael Jenkins
07/11/06
Bathrooms
Open
Boyer Company Offices
Client: Corey Osborne
07/05/06
1 | 2 | 3 | 4 | 5


CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
CleanTelligent
Welcome
Corey Osborne
Inbox | New Message | Search Message History
Client - Tuesday, August 8, 2006
Reply
Reply Information
Required Field.
Status: Updated
Subject: Cleaning Issue
Reply Message:
Submit
Back
Message History
Author: Ricardo Fuchs - CleanBrain Software, Inc.
Date: June 03, 2006 10:13 AM
Hi There, will take care of it right away. Thanks for the feedback
Author: Andre Fuchs - Boyer Company
Date: June 03, 2006 10:07 AM
Please clean drinking fountains by restrooms
© 2006 CleanBrain Software, Inc. All Rights Reserved. Patent Pending.
Terms & Conditions • Privacy & Security

How do I remove a Message from my Inbox?

1. Click on the “Messages” tab.
2. Click on the “Inbox” link.
3. Click on “Subject” link of that message that you want to remove.
4. Click on the drop down area of the “Select Action” drop down box above the “Subject” and select File.


CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Corey Osborne
Inbox | New Message | Search Message History
Client - Tuesday, August
Inbox
• Select Action •
Refresh Messages
Print
View Message Type(s)
=New
=Updated
=Not Sent To
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File
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Service Location
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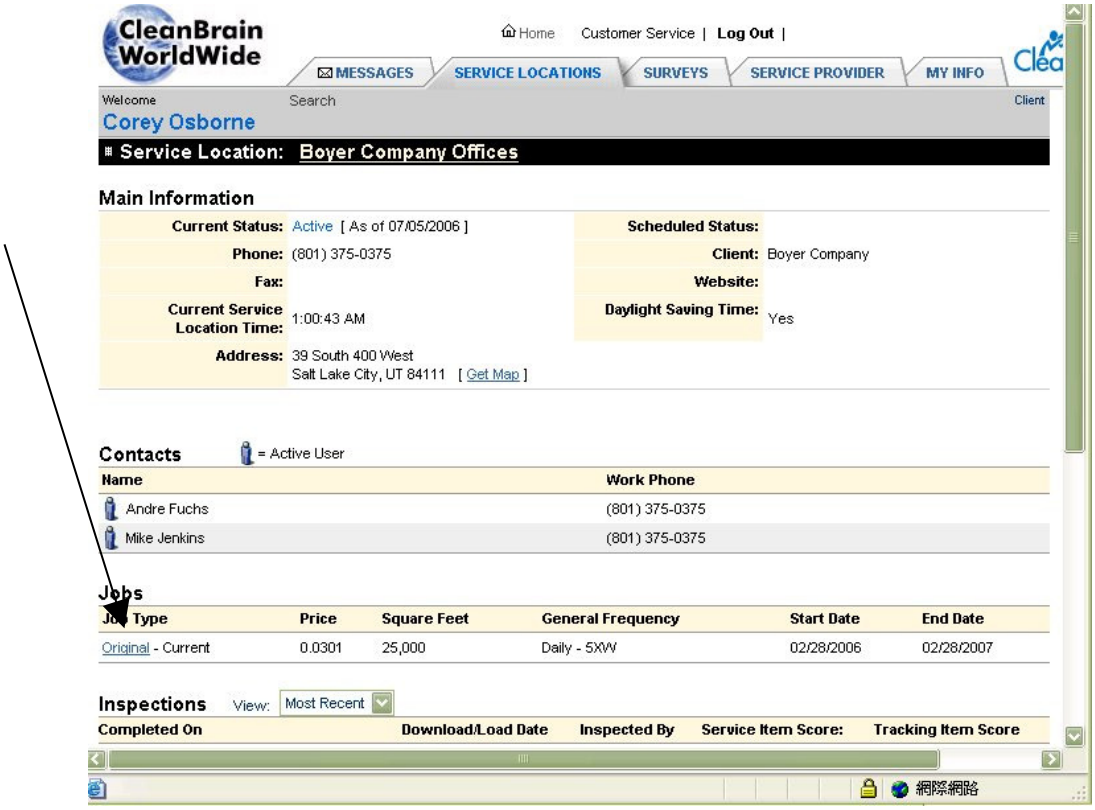
Inspection Open Boyer Company Offices SP: Michael Jenkins 07/11/06
Bathrooms Open Boyer Company Offices Client: Corey Osborne 07/05/06
1 | 2 | 3 | 4 | 5

Service Locations Tab

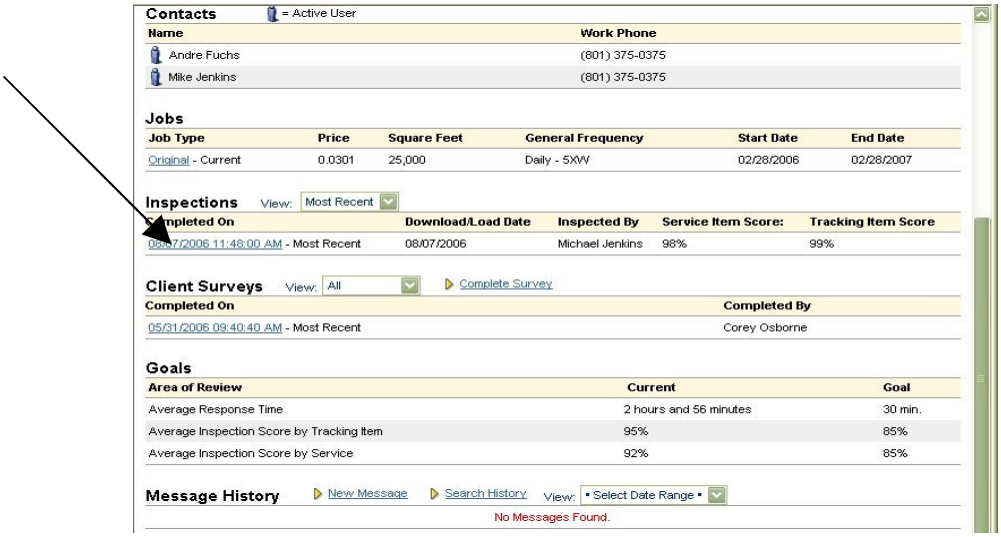
How do I view the Job Services (Specifications) performed by my Service Provider?

1. Click on the “Service Locations” Tab.
2. Search for a Service Location by entering in a Service Location name to the right of “Service Location Name” and clicking on the “Search” button (to view all Service Locations, do not enter anything into the text box).
3. Click on the Service Location name you desire.
4. Go to near the top of the page to the Jobs section.
5. Click on the “Job Type” view the Job Services (should be a blue link).



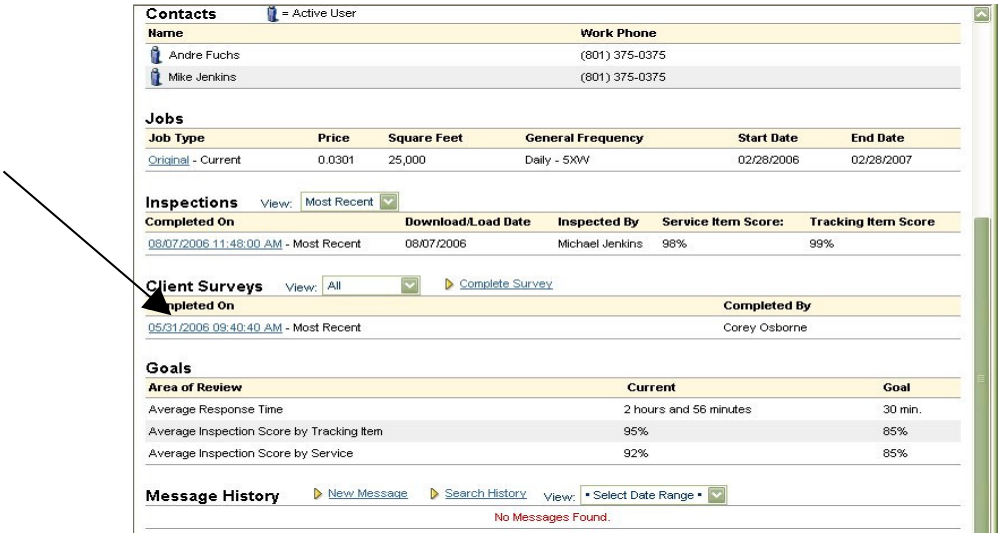
How do I view past Inspections?

1. Click on the “Service Locations” Tab.
2. Search for a Service Location by entering in a Service Location name to the right of “Service Location Name” and clicking on the “Search” button (to view all Service Locations, do not enter anything into the text box).
3. Click on the Service Location name you desire.
4. Go to the middle of the page to the Inspections section.
5. Click on the “Completed On” Date and time to view the Inspection results.
6. Click on the drop down next to “View:” to view past Inspections.



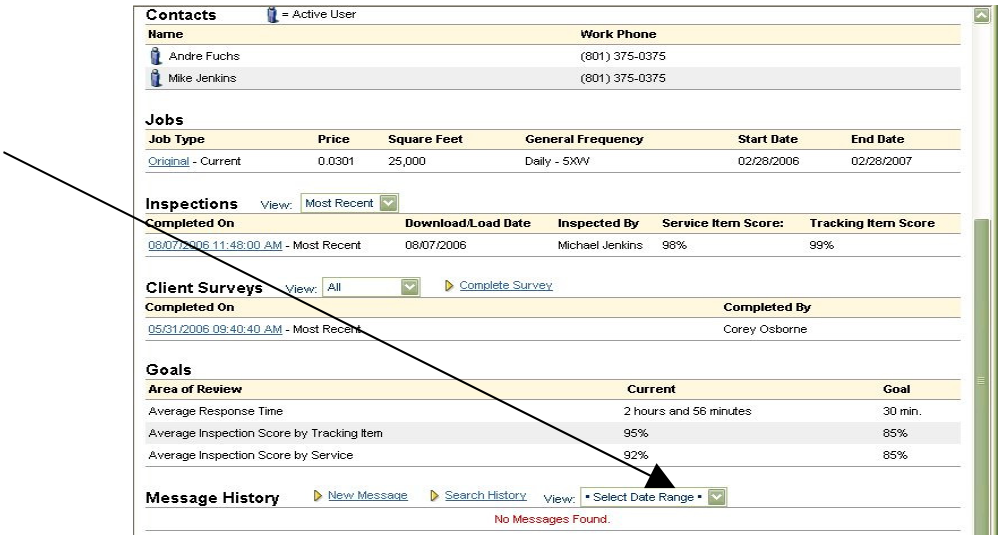
How do I view past Client Surveys?

1. Click on the “Service Locations” Tab.
2. Search for a Service Location by entering in a Service Location name to the right of “Service Location Name” and clicking on the “Search” button (to view all Service Locations, do not enter anything into the text box).
3. Click on the Service Location name you desire.
4. Go to the middle of the page to the Client Surveys section.
5. Click on the “Completed On” Date and time to view the Survey results.
6. Click on the drop down next to “View:” to view past Surveys.



How do I view Message History?

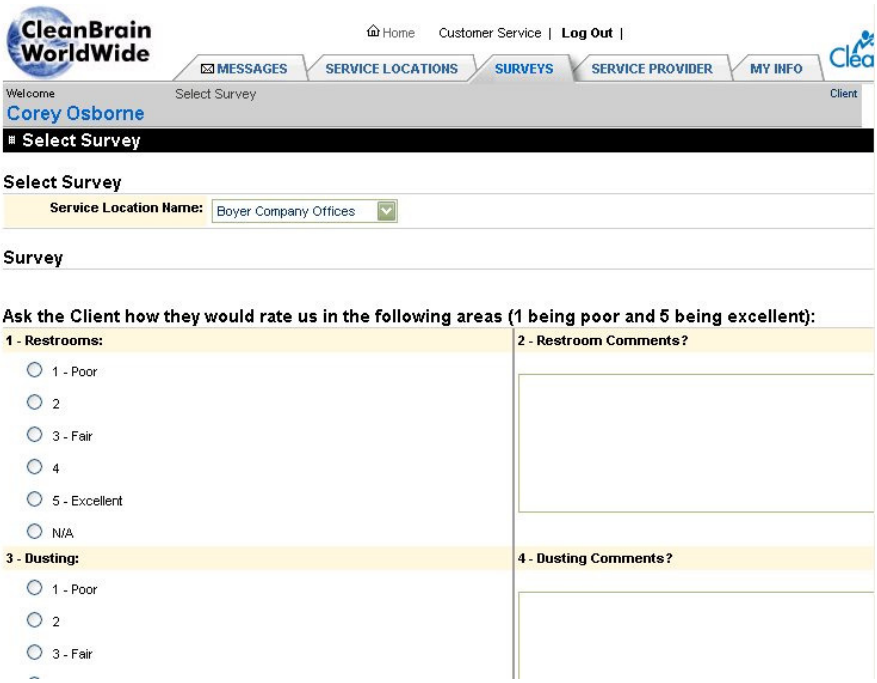
1. Click on the “Service Locations” Tab.
2. Search for a Service Location by entering in a Service Location name to the right of “Service Location Name” and clicking on the “Search” button (to view all Service Locations, do not enter anything into the text box).
3. Click on the Service Location name you desire.
4. Go to the bottom of the page to the Message History section.
5. Click on the drop down to the right of “View:”
6. Choose a time frame to display results.



Surveys Tab

How do I submit a Survey to my Service Provider?

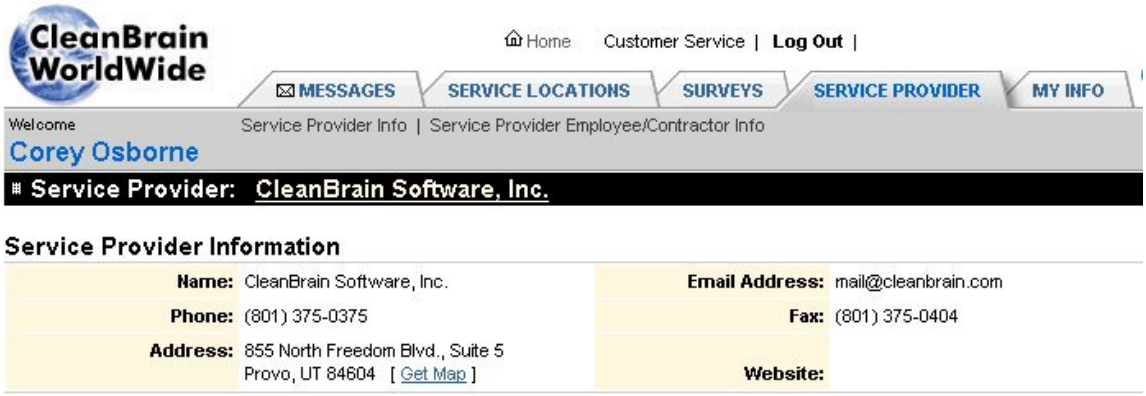
1. Click on the “Surveys” Tab.
2. Select a Survey by choosing a Service Location by clicking on the drop down arrow to the right of “Service Location Name”.
3. After filling out the Survey click on “Submit” at the bottom of the page.



Service Provider Tab

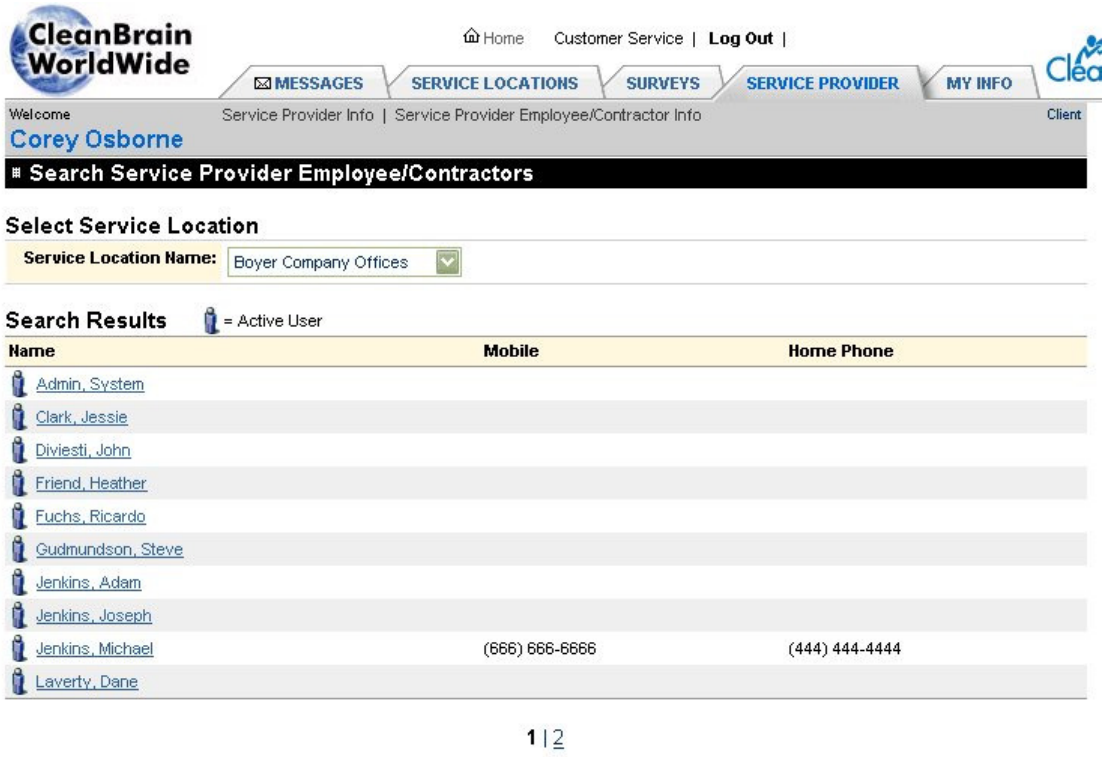
How do I view contact information for my Service Provider's Company?

1. Click on the "Service Provider" Tab.
2. Click on the "Service Provider Info" link.



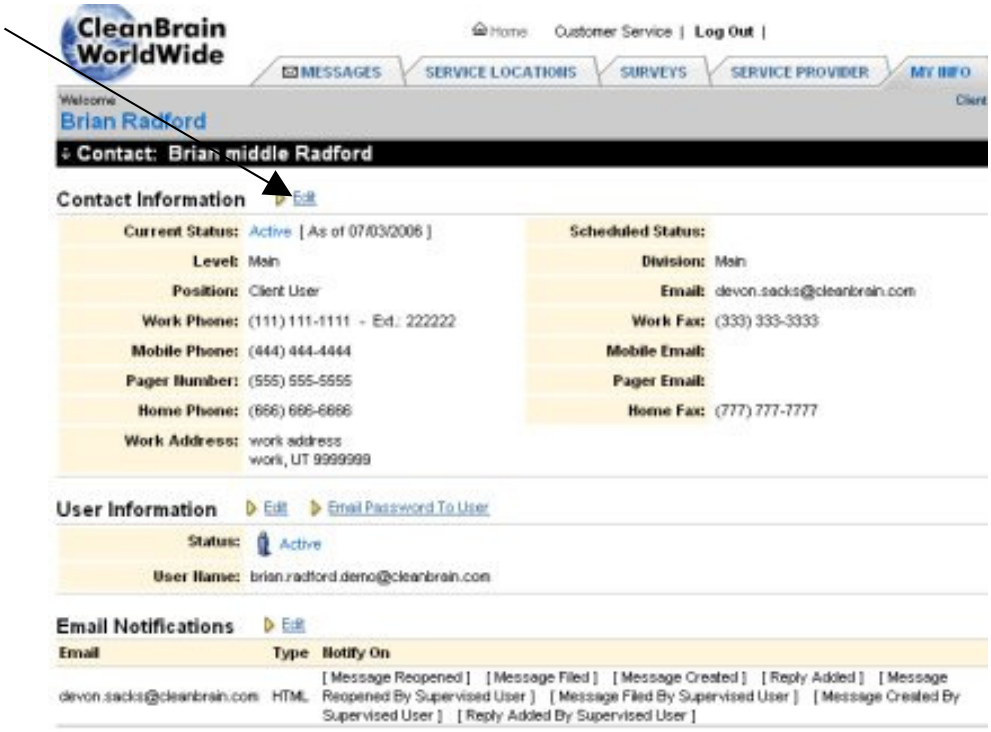
How do I view contact information for my Service Provider's Personnel?

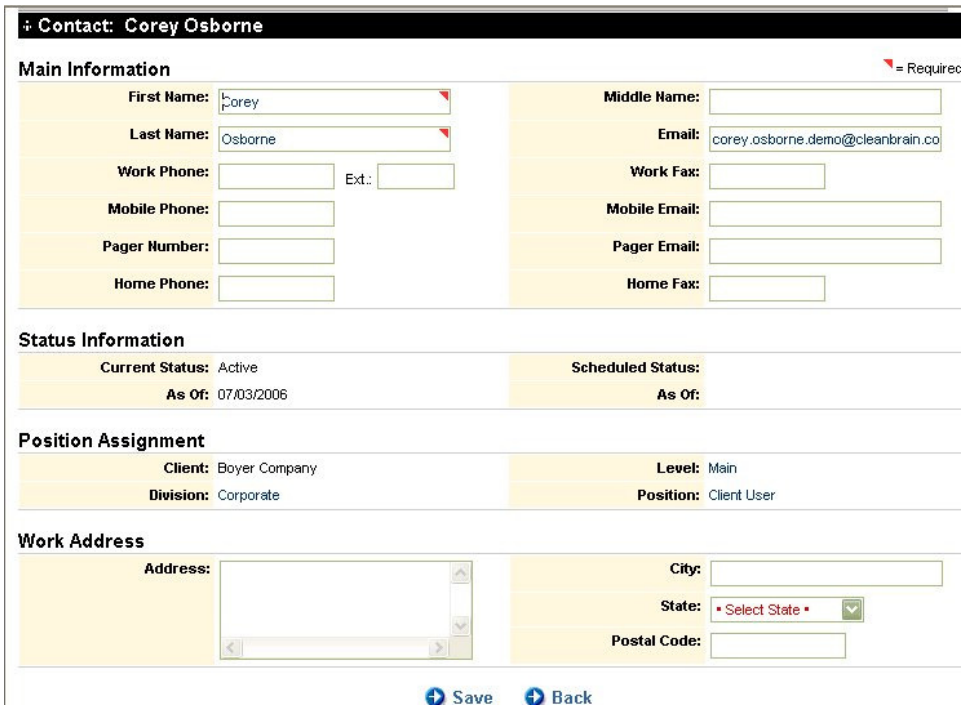
1. Click on the "Service Provider" Tab.
2. Click on the "Service Provider Employee/Contractor Info" link.
3. Select a Service Location by clicking on the drop down arrow to the right of "Service Location Name".
4. Click on an Employee/Contractor Name to view the contact information for that Employee/Contractor of your Service Provider.



How do I edit my Contact Information?

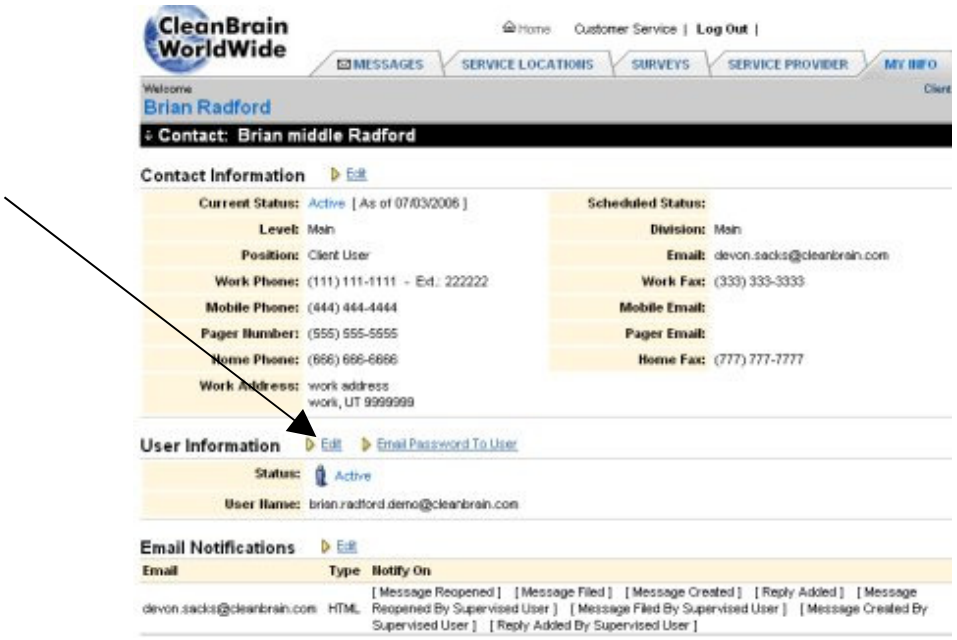
1. Click on the "My Info" Tab.
2. Click on the "Edit" link to the right of "Contact Information".
3. Look through the information, correct any information that is incorrect, and add any information that is missing.
4. Click on the "Save" button at the bottom of the page.

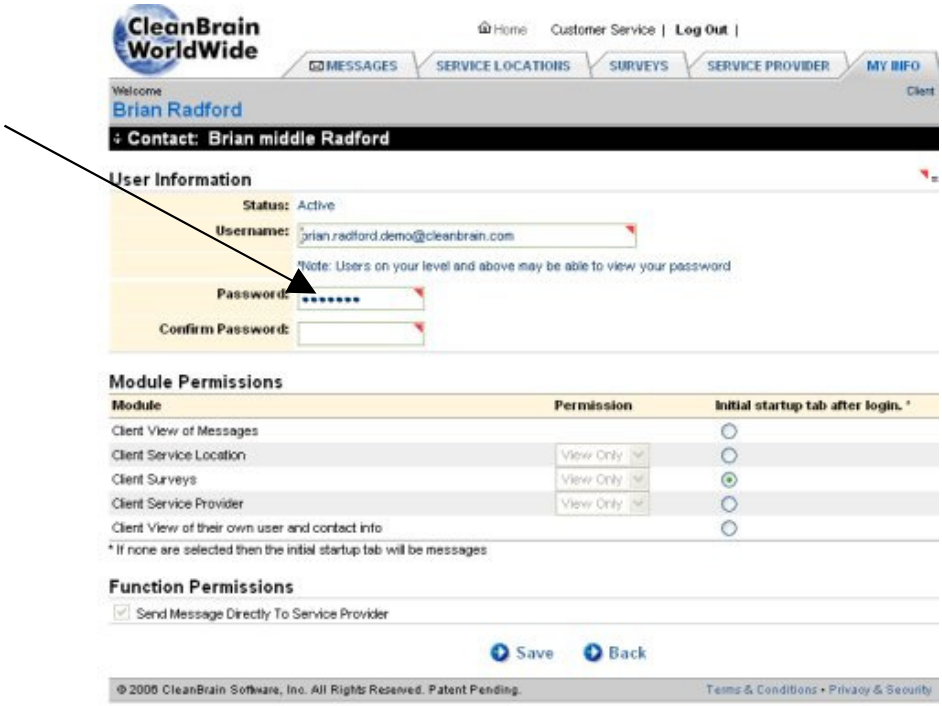

CleanBrain WorldWide
Home
Customer Service | Log Out |
MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Brian Radford
Client
Contact: Brian middle Radford
Contact Information
Edit
Current Status: Active [As of 07/03/2006]
Scheduled Status:
Level: Main
Division: Main
Position: Client User
Email: devon.sacks@cleanbrain.com
Work Phone: (111) 111-1111 - Ext.: 222222
Work Fax: (333) 333-3333
Mobile Phone: (444) 444-4444
Mobile Email:
Pager Number: (555) 555-5555
Pager Email:
Home Phone: (666) 666-6666
Home Fax: (777) 777-7777
Work Address: work address
work, UT 9999999
User Information
Edit
Email Password To User
Status: Active
User Name: brian.radford.demo@cleanbrain.com
Email Notifications
Edit
Email
Type
Notify On
devon.sacks@cleanbrain.com
HTML
[Message Reopened] [Message Filed] [Message Created] [Reply Added] [Message Reopened By Supervised User] [Message Filed By Supervised User] [Message Created By Supervised User] [Reply Added By Supervised User]


Contact: Corey Osborne
Main Information
= Required
First Name: Corey
Middle Name:
Last Name: Osborne
Email: corey.osborne.demo@cleanbrain.co
Work Phone:
Ext.:
Work Fax:
Mobile Phone:
Mobile Email:
Pager Number:
Pager Email:
Home Phone:
Home Fax:
Status Information
Current Status: Active
Scheduled Status:
As Of: 07/03/2006
As Of:
Position Assignment
Client: Boyer Company
Level: Main
Division: Corporate
Position: Client User
Work Address
Address:
City:
State: Select State
Postal Code:
Save
Back

How do I change my User Name and/or Password?

1. Click on the “My Info” Tab.
2. Click on the “Edit” link to the right of “User Information”.
3. Type in a new password in the field to the right of “Password”.
4. Re-type your new password in the field to the right of “Confirm Password”.
5. Click on the “Save” button at the bottom of the page.

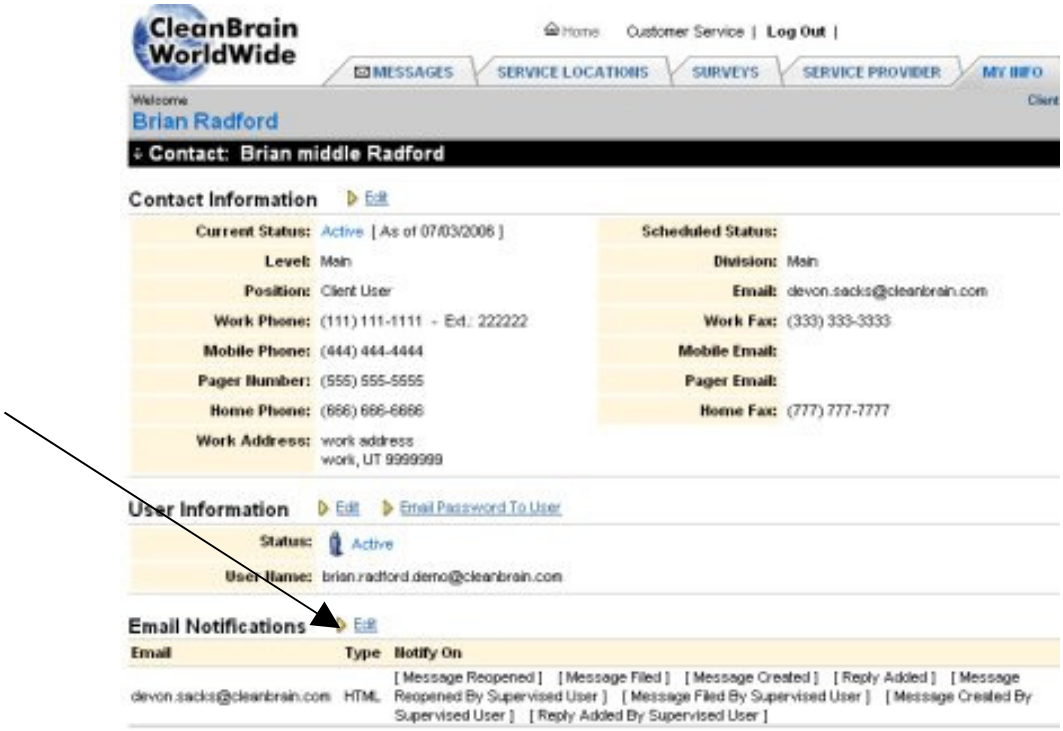


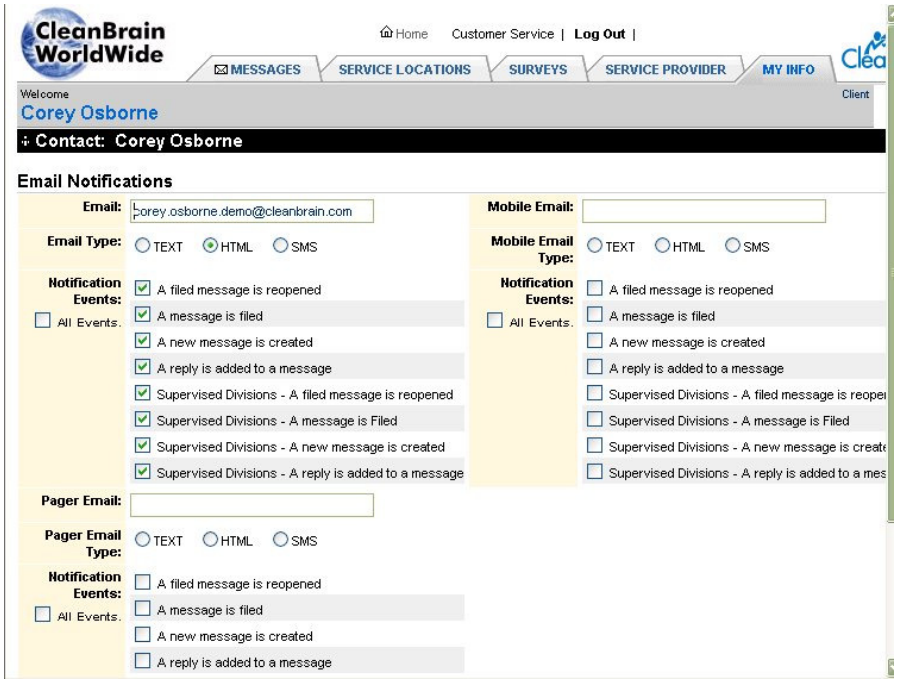


How do I change when and how I get notified of activity in CleanTelligent?

1. Click on the “My Info” tab.
2. Click on the “Edit” link to the right of “Email Notifications”.
3. You can enter in up to 3 different email addresses that will be used to send out notifications of certain activity within CleanTelligent. Text messages to cell phones and pagers use email addresses to send the text message. Contact your cell phone or pager service provider for the email addresses for the respective devices.
4. You can choose the type of format the email will be sent in:
    a. TEXT – This type just sends text with no graphics. Used mainly for BlackBerry devices.
    b. HTML – This type sends text with graphics. Used mainly for normal email addresses.
    c. SMS – This type sends a limited size of text. Used mainly for cell phones and pagers.
5. You can choose under which events you would like to receive an email notification:
    a. A filed message is reopened – This event is when your Service Provider opens a message that has been filed (closed) that you were able to see.
    b. A message is filed – This event is when your Service Provider files (closes) a message that you were able to see.
    c. A new message is created – This event is when your Service Provider creates a new message that you are able to see.
    d. A reply is added to a message – This event is when your Service Provider replies to a message that is open that you are able to see.
    e. Supervised Divisions - A filed message is reopened – This event is when someone who you are over within your company within CleanTelligent reopens a message that has been filed (closed) by your Service Provider that you were able to see.

f. Supervised Divisions - A message is Filed - This event is when someone who you are over within your company within CleanTelligent files a message that you were able to see.
g. Supervised Divisions - A new message is created – This event is when someone who you are over within your company within CleanTelligent creates a new message that you are able to see.
h. Supervised Divisions - A reply is added to a message – This event is when someone who you are over within your company within CleanTelligent adds a reply to a message that you are able to see.




CleanBrain WorldWide
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MESSAGES
SERVICE LOCATIONS
SURVEYS
SERVICE PROVIDER
MY INFO
Welcome
Client
Corey Osborne
Contact: Corey Osborne
Email Notifications
Email:
corey.osborne.demo@cleanbrain.com
Mobile Email:
Email Type:
TEXT
HTML
SMS
Mobile Email Type:
Notification Events:
All Events.
A filed message is reopened
A message is filed
A new message is created
A reply is added to a message
Supervised Divisions - A filed message is reopened
Supervised Divisions - A message is Filed
Supervised Divisions - A new message is created
Supervised Divisions - A reply is added to a message
Pager Email:
Pager Email Type: